

## Message Text

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PAGE 01 NEW DE 03939 131241Z  
ACTION CA-01

INFO OCT-01 NEA-10 ISO-00 VO-05 FBOE-00 SY-05 MMO-01  
A-01 CU-04 /028 W  
-----089076 131253Z /53  
P 131214Z MAR 78  
FM AMEMBASSY NEW DELHI  
TO SECSTATE WASHDC PRIORITY 0162

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FOR ASSISTANT SECRETARY WATSON (CA) AND NEA EXECUTIVE DIRECTOR CONNOLLY FROM THE AMBASSADOR

E.O. 11652: N/A  
TAGS: CGEN, IN  
SUBJECT: REQUEST FOR CONSULAR ASSISTANCE TEAM

1. IN RECENT MONTHS I HAVE HAD FREQUENT OCCASION TO REVIEW THE SCOPE AND PERFORMANCE OF CONSULAR OPERATIONS IN INDIA. AFTER PRIME MINISTER DESAI RAISED WITH THE PRESIDENT THE IRRITANTS TO INDO-U.S. RELATIONS CAUSED BY VISA PROBLEMS, WE AGAIN STUDIED THESE PROBLEMS, PARTICULARLY THOSE CREATED BY STUDENT VISAS, AND SUBMITTED A REPORT TO THE DEPARTMENT. WE ARE NOW EXPLORING, BOTH AMONG OURSELVES AND IN CONSULTATION WITH THE INDIAN GOVERNMENT, SOME OF THE REMEDIAL MEASURES SUGGESTED BY THE DEPARTMENT TO ALLEVIATE THE STUDENT VISA PROBLEM. WE HAVE WELCOMED THE VISA OFFICE GUIDANCE ON THE PROCESSING OF NON-IMMIGRANT VISAS AND ARE TRYING TO APPLY THAT GUIDANCE AS FAITHFULLY AS POSSIBLE. WE ARE ENCOURAGED BY THE POSSIBILITY THAT SOME ADDITIONAL CONSULAR POSITIONS MAY BE FORTHCOMING AND WILL BE SUBMITTING OUR REQUEST FOR THESE ADDITIONAL POSITIONS BY SEPTEL. ALSO, WE ARE DELIGHTED TO LEARN THAT OUR VISA-ISSUING POSTS IN INDIA ARE SCHEDULED SHORTLY TO RECEIVE THE AUTOMATED VISA LOOKOUT SYSTEM (AVLOS).

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2. THERE IS ONE OTHER IMPORTANT AREA IN WHICH WE NEED THE BEST POSSIBLE PROFESSIONAL ADVICE IF WE ARE TO BE FULLY RESPONSIVE TO THE DEPARTMENT'S CONCERN THAT CONSULAR SERVICES, PARTICULARLY VISA SERVICES, BE PERFORMED IN A FAIR, EFFICIENT, AND TIMELY FASHION. THE CONSULAR SECTION IN NEW DELHI NEEDS TO BE THOROUGHLY SURVEYED IN TERMS OF ITS PHYSICAL LAYOUT, SECURITY, SERVICE TO CUSTOMERS, WORK FLOW, AND PAPER AND COM-

MUNICATION PROCESSING. LAST YEAR SOME IMPROVEMENTS WERE ADOPTED BUT THERE REMAINS MUCH TO BE DONE IN MY VIEW AS WELL AS THAT OF THE CHIEF OF THE CONSULAR SECTION AND A NUMBER OF THE DEPARTMENTAL PARTICIPANTS IN THE RECENTLY CONCLUDED CONSULAR CONFERENCE.

3. I UNDERSTAND THAT THE USE OF A CONSULAR ASSISTANCE TEAM (CAT), COMPOSED OF REPRESENTATIVES FROM CA, THE BUREAU, FBO, SY AND M/MO, HAS HELPED TO SOLVE SIMILAR PROBLEMS FACED BY SOME LATIN AMERICAN POSTS. I URGE THAT SUCH A CONSULAR ASSISTANCE TEAM BE SENT TO NEW DELHI ON AN URGENT BASIS TO PROVIDE US THE NEEDED EXPERTISE AND ASSISTANCE. THIS REQUEST ASSUMES URGENCY FOR SEVERAL REASONS. MID-MAY MARKS THE BEGINNING OF OUR NIV RUSH AND PAST EXPERIENCE TEACHES US THAT EXISTING FACILITIES ARE NOT ADEQUATE TO HANDLE EXPEDITIOUSLY THE LARGE NUMBER OF APPLICANTS WE CAN REASONABLY ANTICIPATE. MOREOVER, A THIRD AMERICAN OFFICER WILL BE JOINING THE CONSULAR SECTION IN JUNE AND THE PRESENT PREMISES DO NOT INCLUDE A FUNCTIONAL OFFICE FOR HIM. FINALLY, THE ADVENT OF THE AVLOS SYSTEM WILL REQUIRE RESTRUCTURING OF BOTH SPACE AND OPERATIONS.

4. ALL OF US ARE GRATEFUL TO THE DEPARTMENT FOR THE ASSISTANCE WHICH HAS BEEN GIVEN TO DATE TO HELP US COPE WITH THE MOUNTING VOLUME AND COMPLEXITY OF CONSULAR OPERATIONS IN INDIA. THE SERVICES OF A CONSULAR ASSISTANCE TEAM COULD ENABLE US TO CREATE A WORK ENVIRONMENT WHICH PHYSICALLY, PSYCHOLOGICALLY LIMITED OFFICIAL USE

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AND MANAGERIALLY WOULD BE CONDUCIVE TO IMPROVED PERFORMANCE OF OUR IMPORTANT CONSULAR RESPONSIBILITIES.  
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## Message Attributes

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**Capture Date:** 01 jan 1994  
**Channel Indicators:** n/a  
**Current Classification:** UNCLASSIFIED  
**Concepts:** n/a  
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**Review Markings:**  
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